

## Joint Agency Lean Workshop Focusing on Verifying and Documenting Actual Hours A Success!

The Community Services Division (CSD) continues to reevaluate its WorkFirst processes through a Value Stream Mapping (VSM) process. The third in a series of six VSMs has been successfully completed. 29 staff members from CSD, Commerce, State Board for Community and Technical Colleges, and Employment Security Department, and partners from Goodwill YWCA, Career Path and Service Alternatives came together during the week of March 10, 2014 for a five day VSM workshop. The goal of this workshop was to evaluate the current process of collecting, verifying, and documenting actual hours of participation.

The group identified 60 kaizens and are working toward implementing 35 of those improvement ideas over the next 90 days. Ideas fell into seven categories:

- **IT updates** to improve partner agency access, increase timely and accurate input of verified actual hours, reduce lost hours of participation due to short term closures (such as temporary closure for untimely completion of mid-certification reviews)
- **Review of the TANF State Plan** against current policies and practices to identify areas where we can more efficiently capture maximum hours of participation while reducing workload
- **Update policies** to allow/provide increased access by partner agencies, reduce redundant work processes and other changes that may be identified as a result of the TANF State Plan review
- **Facility updates** to examine the possibility of more co-location of partner agencies
- **Update forms** to create more standardization and reduce workload associated with mailing/distribution to clients
- **Provide training** to educate partners on employment screens, use of EJAS and notifications of TANF closures
- **Upgrade internal CSD procedures** on notifying partners for TANF closures and creating better communication procedures for WorkFirst Case Managers.

Thank you to everyone who has participated. Your innovative ideas, and passion for the work we do will assist in improving processes and making a better WorkFirst!

For more information on the WorkFirst Lean project you can go to [www.workfirst.wa.gov/wflean/default.htm](http://www.workfirst.wa.gov/wflean/default.htm)

